

**Customer letter to 5-10 year homes**  
**Last Updated: 09/15/2000 10:14 AM**

September (date), 2000

(Name)  
(Address)  
(Town, State, Zip code)  
For service at: (address)  
Account number (number)

Dear (Name):

Our records indicate that an old-style regulator (which contained a small amount of mercury) may have been removed from your home or business within the last 10 years. To ensure that the removal was done according to Nicor's safe mercury handling procedures, we will inspect the location noted above. These inspections are scheduled to begin during the week of September 18 and will be conducted by specially trained crews, who will present proper identification before entering your home.

We will conduct inspections by going door to door and checking your meter, regulator equipment, and the area in which they are or were located. In many cases, an inside inspection will not be required. In those instances, we will leave notice that no follow up is necessary, dating when we were on your premises and completed our inspection. If you are not home, and we need to check inside the home to complete our inspection, we will leave a notice that we stopped by and provide you with information to schedule an inspection at your convenience. Inspections take approximately 10 minutes.

At the conclusion of our inspection, you will be told whether or not further action needs to be taken. Please call Nicor Gas at 1 888 288-8110 if:

- the house contains children younger than 5-years-old; pregnant women or someone who has recently been pregnant; or
- the home contains visible mercury.

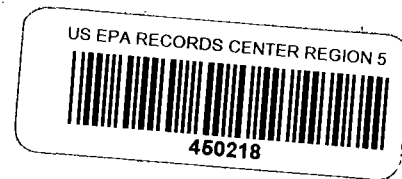
Please contact the Illinois Department of Health's (IDPH) mercury hotline at 1-888-522-1282 if any resident of the home has experienced any mercury exposure symptoms. According to the IDPH, exposure symptoms include one or more of the following: loss of appetite, fatigue, insomnia, changes in behavior or personality, nausea, abdominal cramps, diarrhea, eye irritation, weight loss, skin rashes, or muscle tremors. The IDPH will help you determine whether these symptoms could be related to exposure to mercury.

Please know that the vast majority of the homes and businesses that we have screened to date are clear of mercury and required no clean up. When we do find mercury, it is typically contained to the area where the old-style regulator was located and can be cleaned quickly and efficiently.

You can find additional information on our web site at [www.nicor.com](http://www.nicor.com). We are sorry for any concern and inconvenience that this situation may have caused you, and want you to know that your safety and peace of mind are our first priority.

Sincerely,

Thomas L. Fisher  
Chairman, President and CEO



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